EVOLVE IP
WORK ANYWHERE™

eWallboard

Users Guide v6.24

EVOLVE IP, LLC

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Introduction

eWallboard is a dashboard that offers a customizable display of important information on a large screen, exclusively accessible to individuals holding the wallboard role. This feature is particularly useful for call centers, as it allows them to present Key Performance Indicator (KPI) cards in an organized and visually appealing manner.
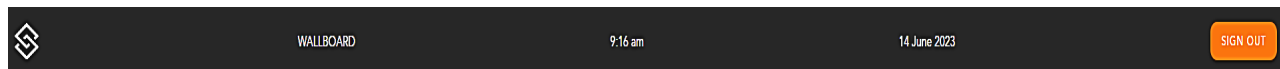
Getting Started

How To Access

At setup, will be supplied a URL to evoke when launching eWallboard.

Login

Once you have logged in, the main **Wallboard** Slide will be shown. The *main menu* bar displays the wallboard name, current time and date, and the Sign Out button. Click the **[Sign Out]** button to exit, this will sign you out of the app.

	WALLBOARD	9:16 am	14 June 2023	SIGN OUT

First-Time Use Setup

On first-time use, the main Wallboard is *blank* only displaying only the menu bar with the **[Sign Out]** button, and three (3) **[Control Buttons]**.

The main window is a monitor that will display the key performance indicators selected in slide intervals, *examples shown below*.
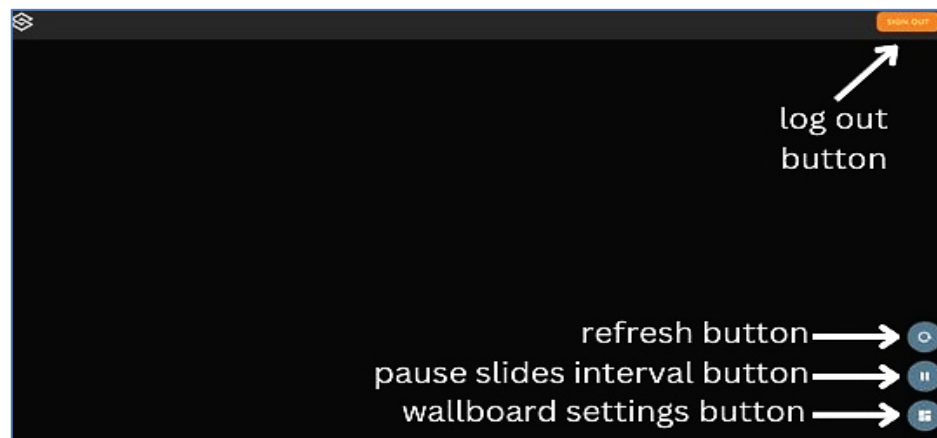
Control Buttons

The C*ontrol Buttons* are options to manage the view of the Wallboard.
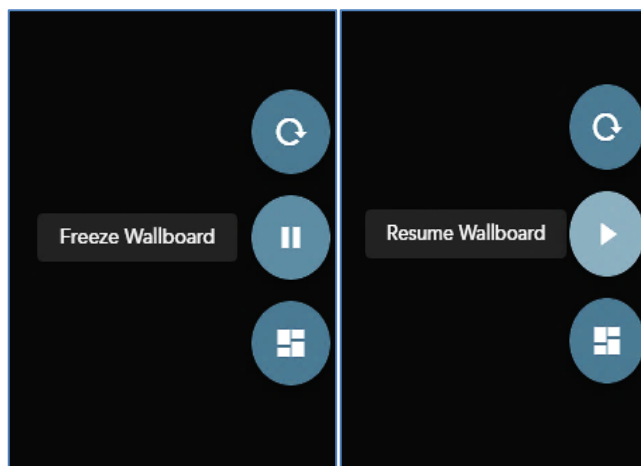
Refresh Button
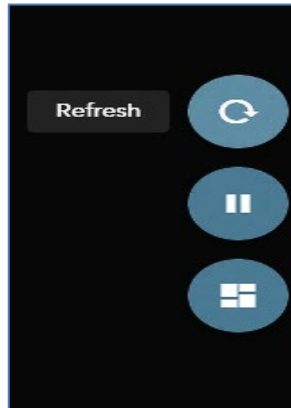
- The **Refresh** button refreshes the page to synch the slides interval.
  SUGGESTION: use this feature after adding a new card.
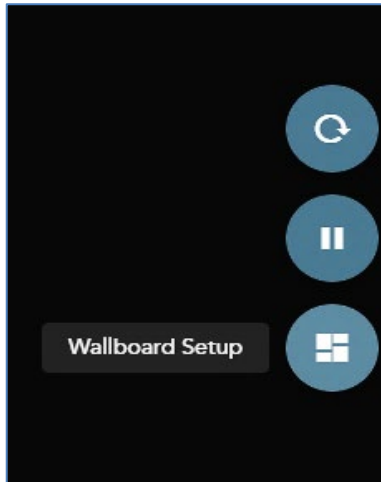
Freeze / Resume Button

The **[Freeze]** button is interchangable, to resume the Wallboard slide intervals, press the *Resume* button.

- The **Freeze** button will pause the slide intervals; stops the slides carrousel from changing slides.
- The **Resume** button will continue the slide intervals.

Wallboard Setup

- The **Wallboard Setup** button opens the settings dialog box.

In the Wallboard Settings dialog box, you can:

- Edit the Wallboard **Name** by clicking in the field. This is the *default* name shown on the main menu bar[1].

- Edit the Wallboard slide card(s) **Intervals** by clicking in the field to increase or decrease the number of seconds to change the slides.

- Edit the Wallboard **Font Size** by dragging the slider to a desired card size.

- Click the **Save** button to save changes.

The Wallboard Settings dialog box also have an option to **+Add New Card**.
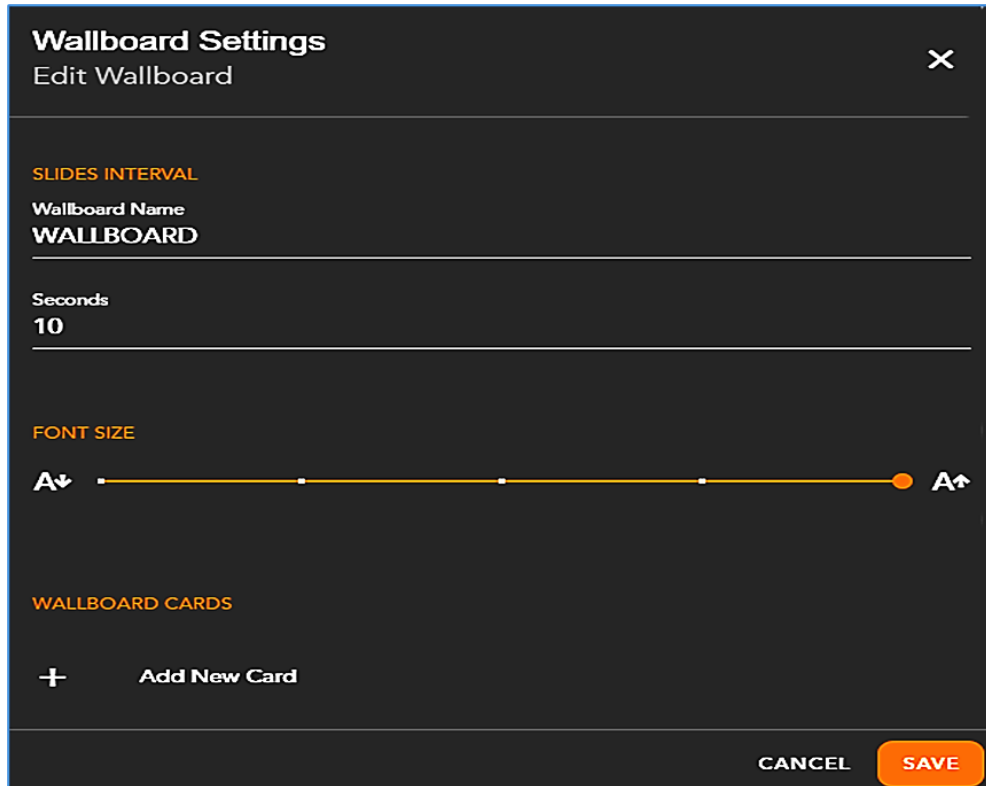
- Click on **+Add New Card** to [Create] a new Wallboard KPI card.

The + *Add New Card* button will open a **[Card Selection]** dialog box.

Add New Card

Begin adding a new Wallboard card by choosing the **[Card Type]**.

Card Selection Dialog Box
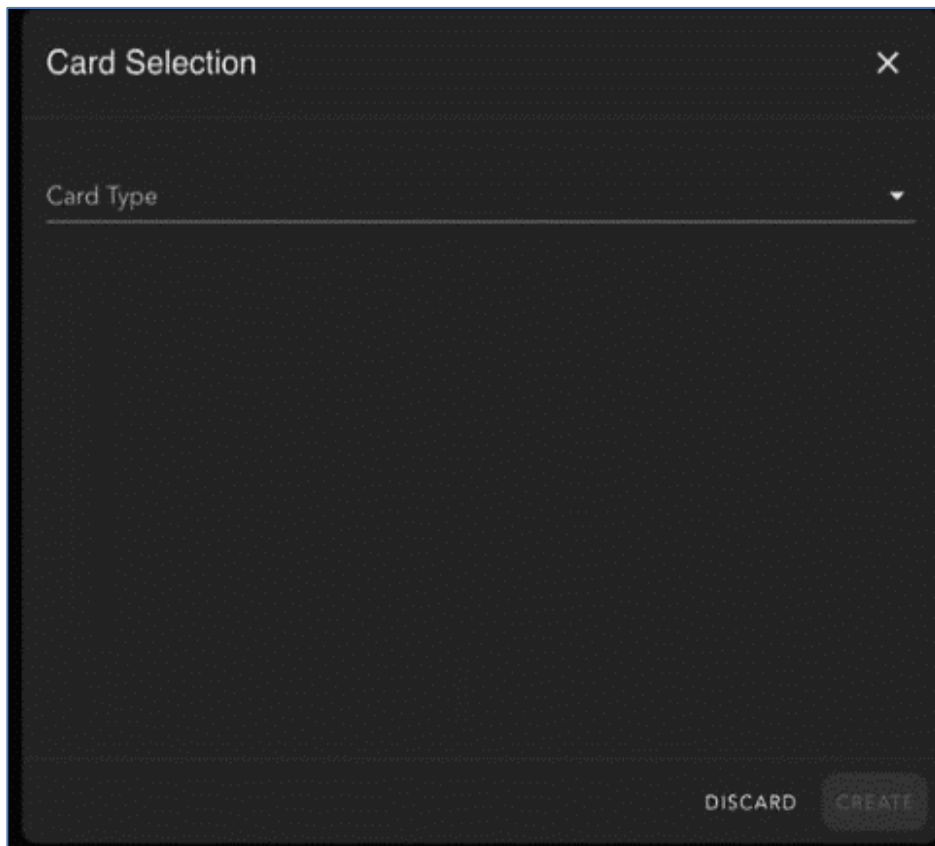
Click on the drop down arrow to reveal the *Card Type* selection values:

- Average Speed to Answer
- Service Level
- Agent States
- Queued Interactions
- Average Ring Time
- Longest Waiting Time
- Callbacks

Once you have chosen a *Card Type*, click on **[Create]**. This will save your new card type to the main Wallboard *slide* screen. The new card can be found in the Wallboard Settings under "Wallboard Cards". *Refer to the "Card Type Setup Display Values[2]" section for more details.*

Edit Wallboard Card

In the Wallboard Settings dialog box, you can:

- Edit the Wallboard **Name** by clicking in the field. This is the *default* name shown on the main menu bar[1].

- Edit the Wallboard slide card(s) **Intervals** by clicking in the field to increase or decrease the number of seconds to change the slides.

- Edit the Wallboard **Font Size** by dragging the slider to a desired card size.

- **View/Edit** a Wallboard card.

- **Hide/Show** (the **Hide** button is interchangeable   dependent on the card state) a Wallboard card.

- **Delete** a Wallboard card. The **Delete** button will delete the Wallboard card.

   NOTE: Be certain that you want to delete a card, this will permanently delete the card; you **will not** be **WARNED** when deleting a card.

- Click the **Save** button to save changes.

Wallboard Settings
Edit Wallboard   ✕

SLIDES INTERVAL

Wallboard Name
WALLBOARD

Seconds
10

FONT SIZE

A↓ ●————————————————————————● A↑

WALLBOARD CARDS

Queued Interactions	👁	🗑
Queued Interactions	👁	🗑
Queued Interactions	👁	🗑
Agents States	👁	🗑
Longest Waiting time	👁	🗑
Average Speed to Answer	👁	🗑
Service Level	👁	🗑
Callbacks	👁	🗑

+   Add New Card

CANCEL   **SAVE**

Card Configuration
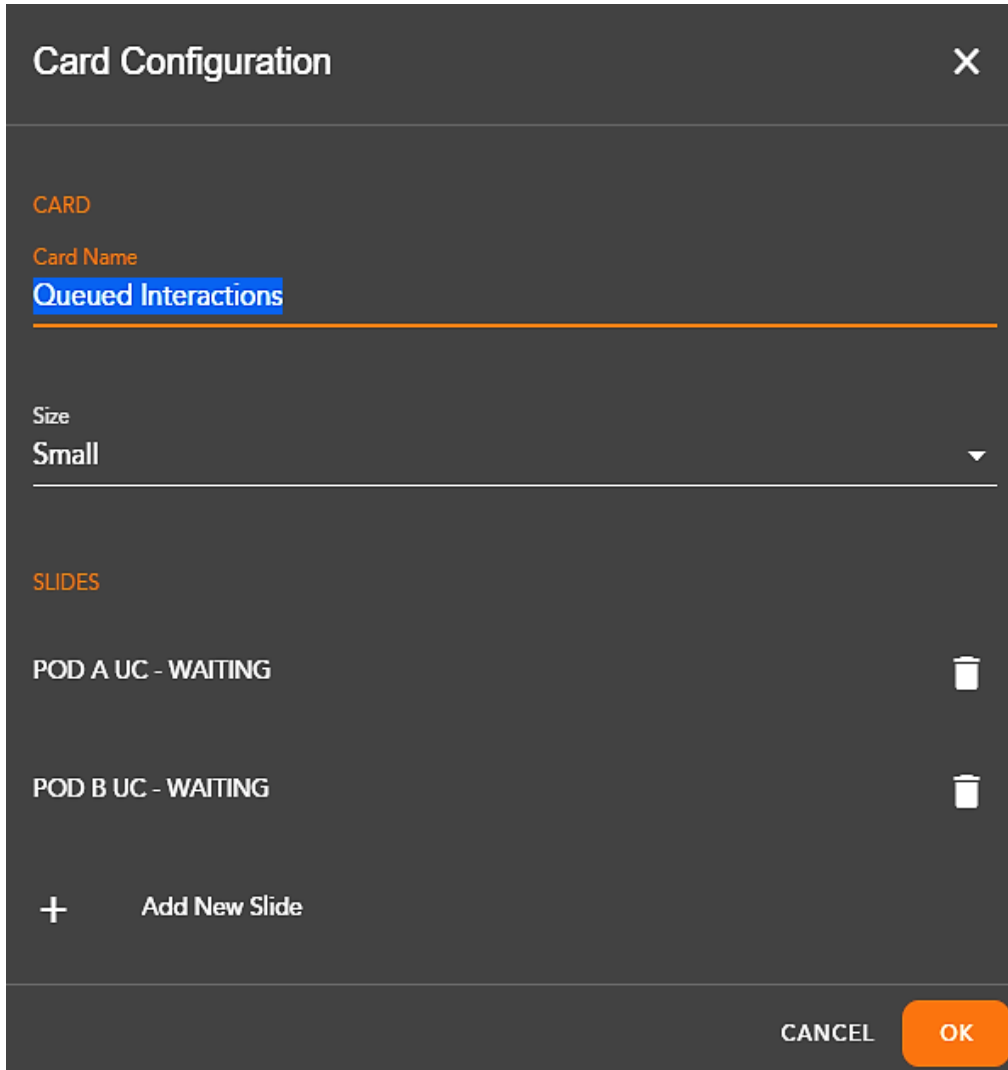
All Cards share the same template.

To enter any card configuration, click the pencil icon ✏ on the top right corner.
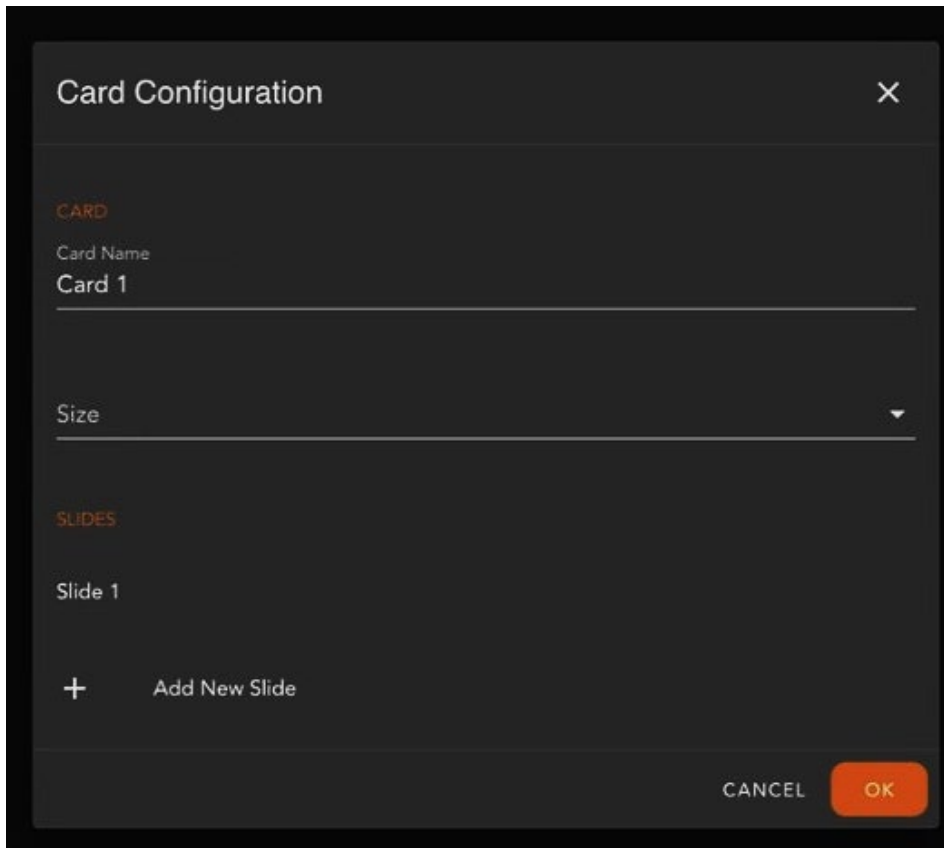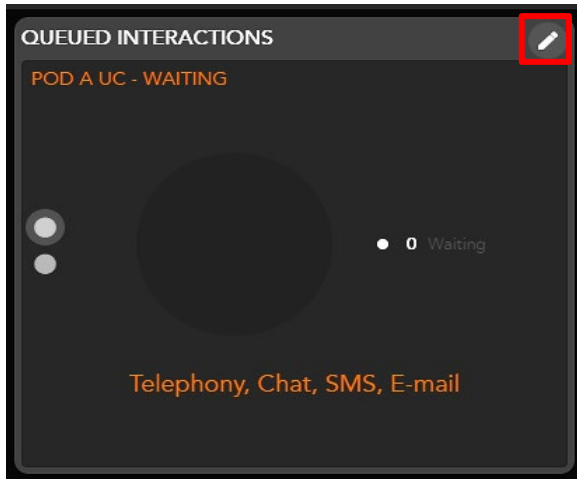
Here you can change the card name, card size, add a new slides, or enter Slide Settings by clicking on a slide (*ex. Slide 1*) in the *"Slides"* list.

Edit Card Name – point and highlight to rename the Card Name.

Change Card Size – click on the dropdown arrow to change the card size.
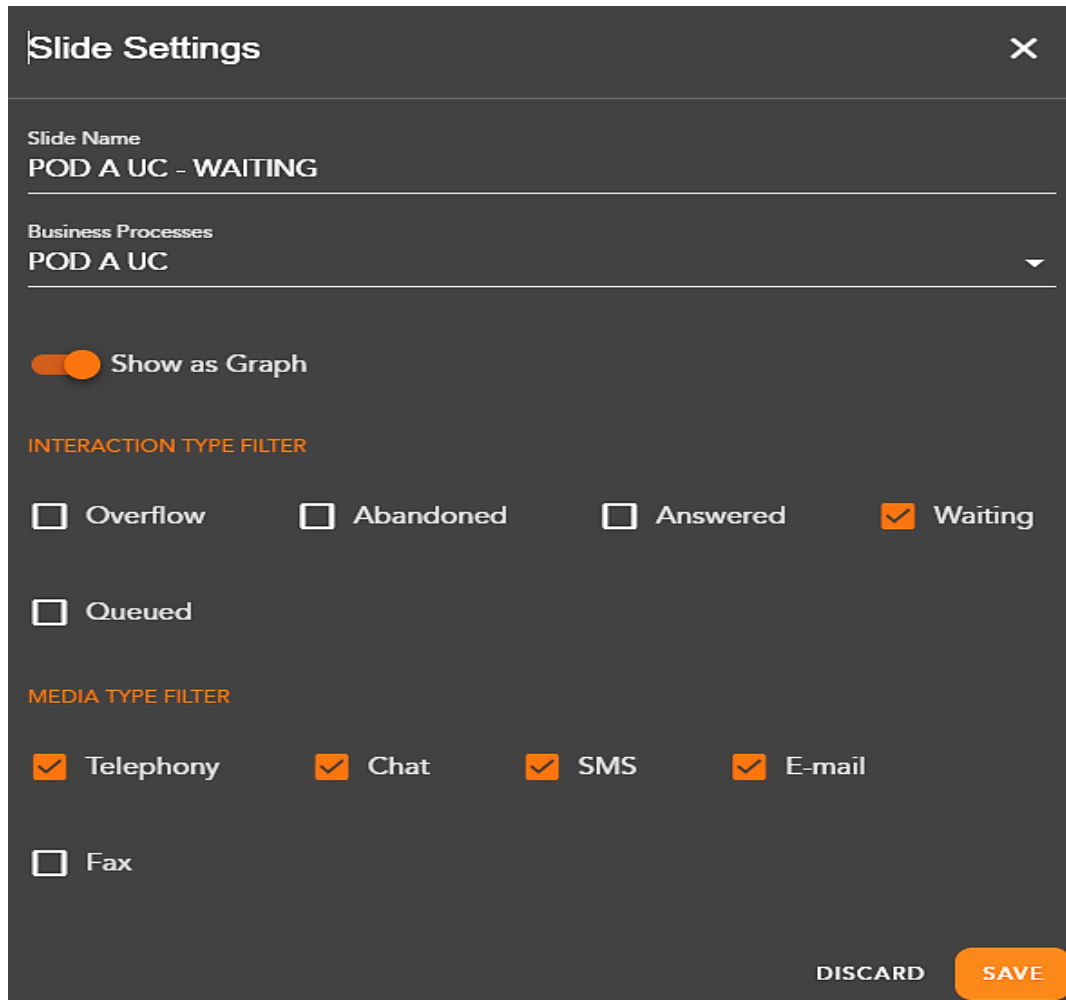
Edit Slide Settings – click on the slide name to open the slide settings dialog box.

Slide Settings Dialog Box

Slide Settings

These setting vary depending on the type of card, but they share some similarities.
You have the ability to edit the *Slide Name*, and the option to select either one or multiple
*Business Processess* (BPs), this is an required field so you cannot leave it blank.

If you were to select just one BP and leave the slide name blank it will autofill the slide name
and save it as the name of the selected BP, if you leave the slide name blank and have more
than one BP, then it will fill the slide name field with "New Slide".
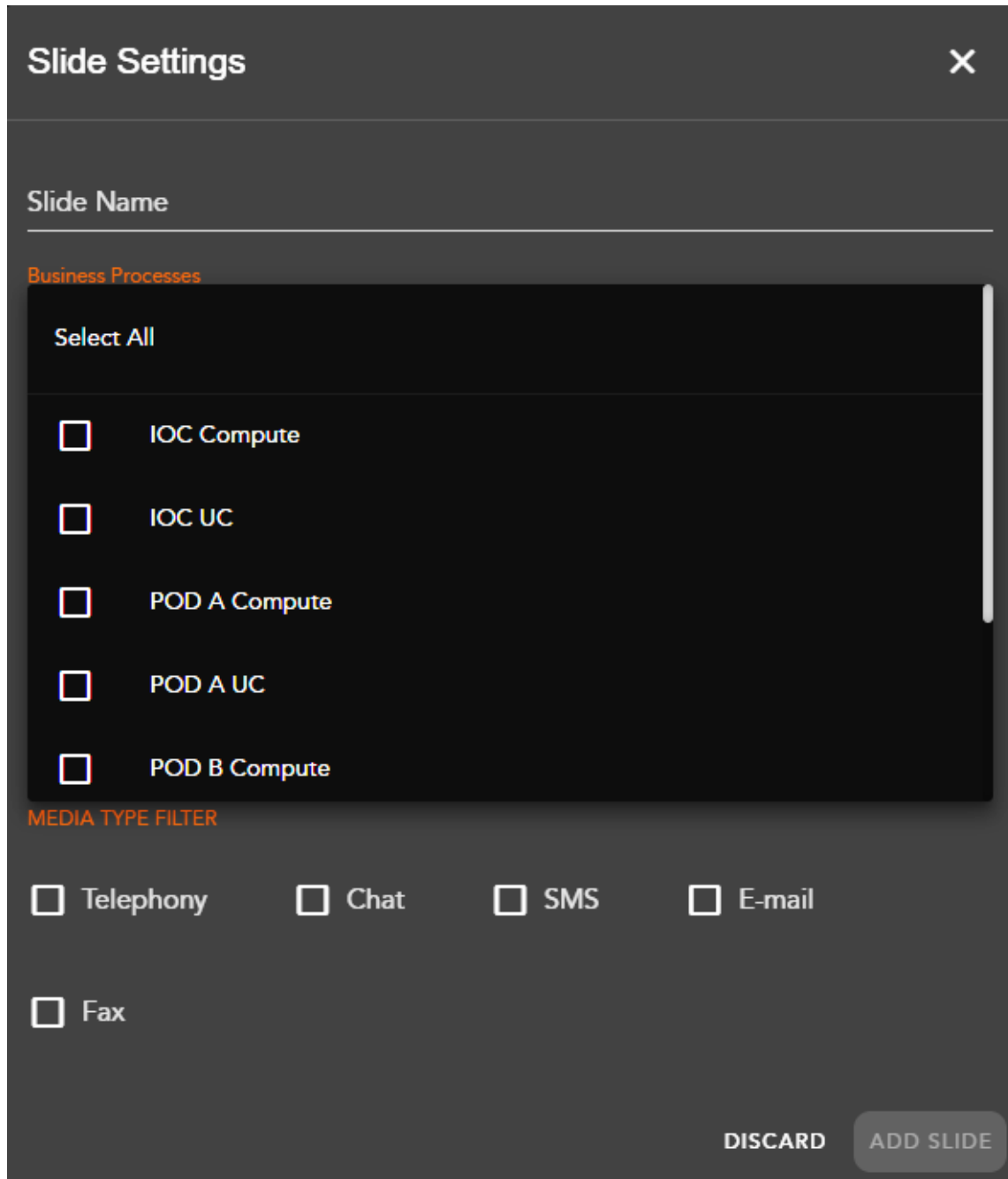
If the BPs select lets you select more than one, then at the top of the select list, there will be a **[Select All]** toggle to select all of the BPs, or de-selected the list of BPs.
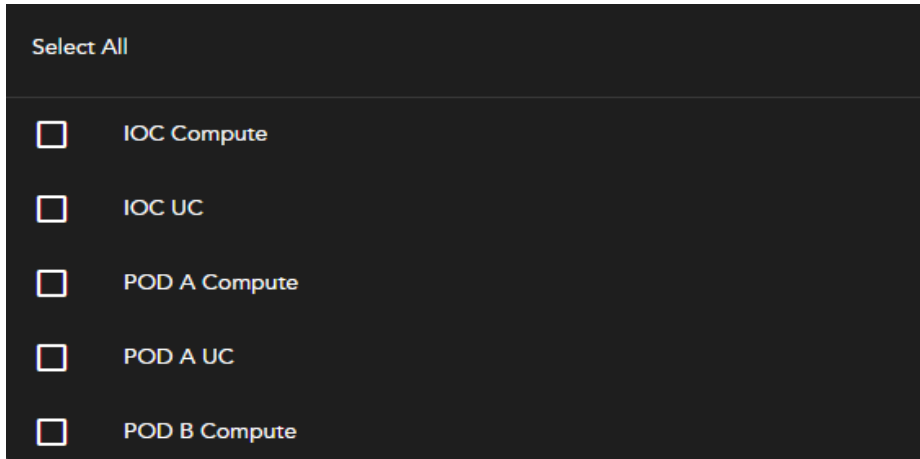
Some will have filters, it's also required to select at least one filter for each.
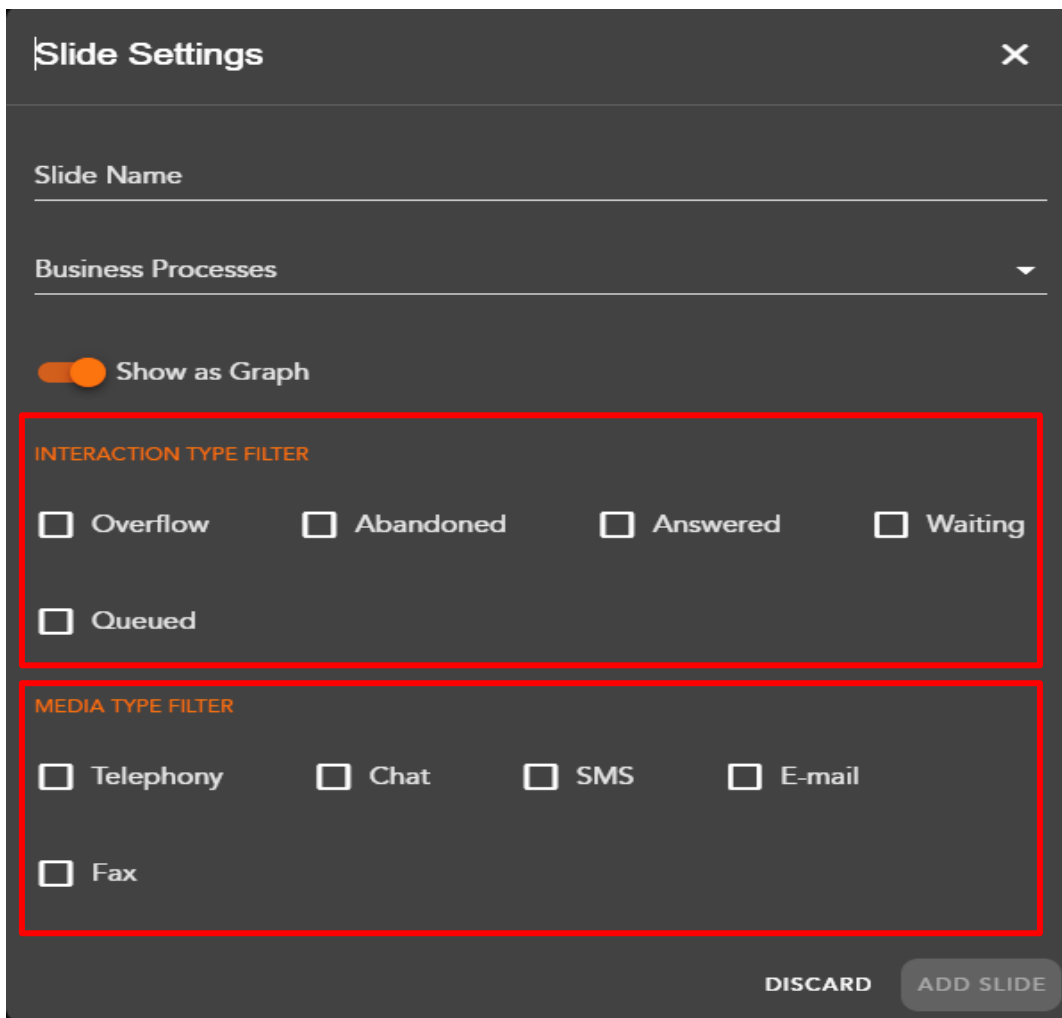
In cases like on the States, Interactions, or Fallbacks card there will be a toggle for showing the data as a graph.
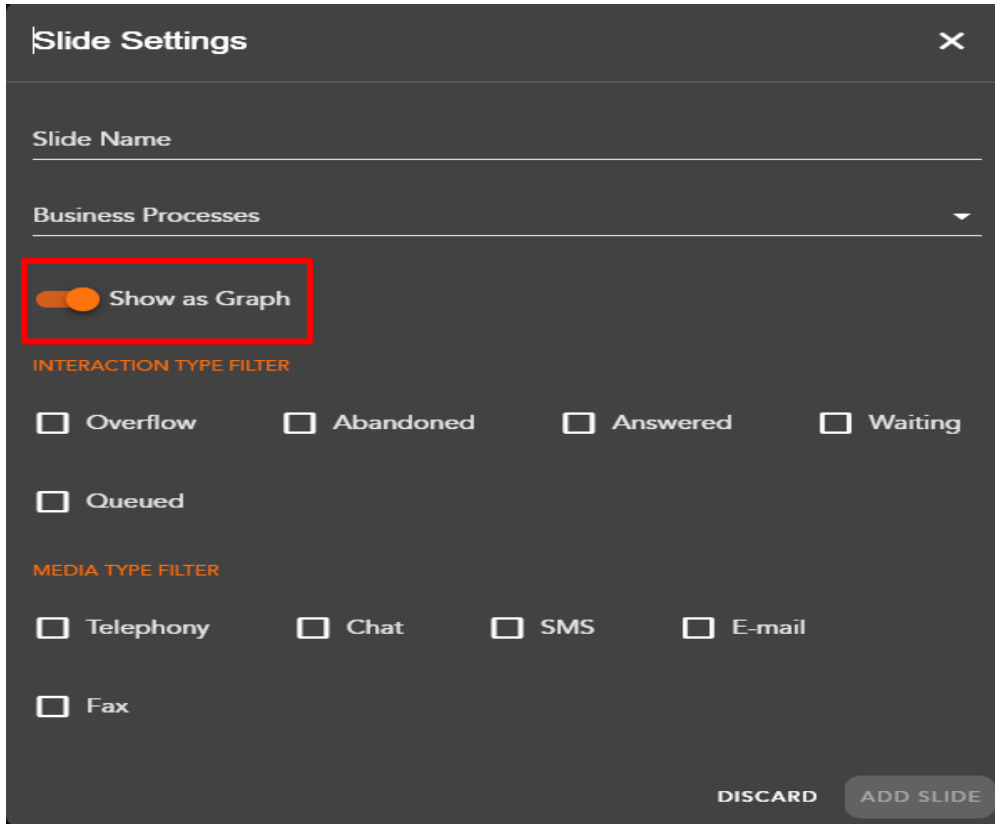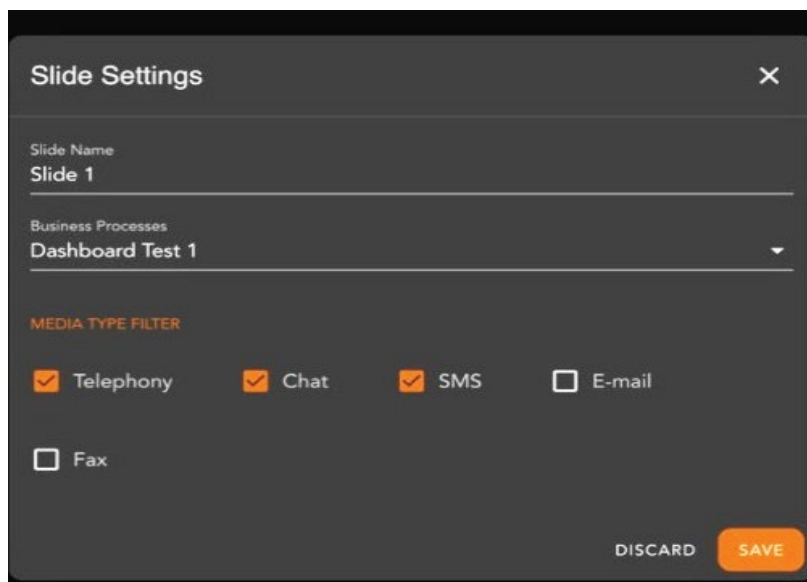

In the unique case of the Service Level card, there will be a graph range selector, which lets you select the lowest range of service noted by red*, and the highest noted by* green*, the middle service range will be specified between the* yellow*.*
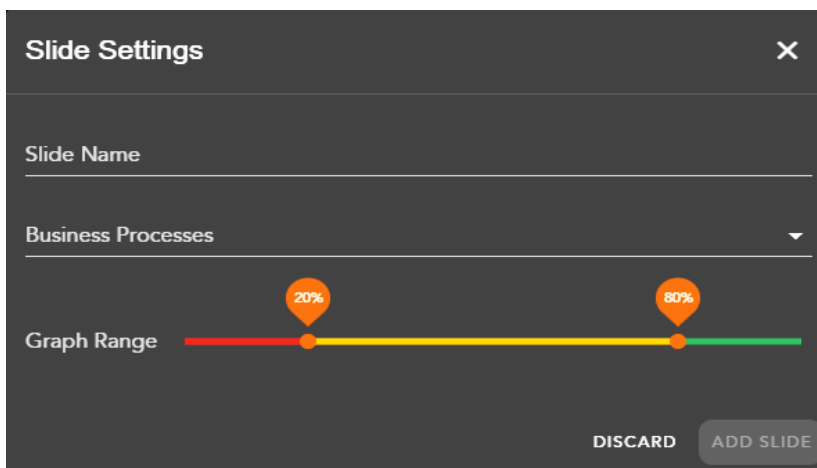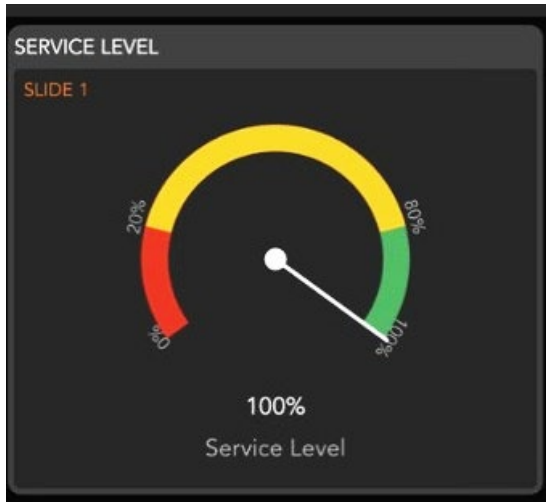
Card Types Setup Display Values

Listed below are examples of setup options for the apps canned "*card types*".

Average Speed to Answer

Service Level

States

Graph

Queued Interactions

Graph

Average Ring Time

Longest Waiting Time

Callbacks

Graph

Wallboard KPI Cards Slide Screen

Key Performance Indicators

Key Performance Indicators are specified cards that display an agent's performance statistics.

EX. 1 – POD A
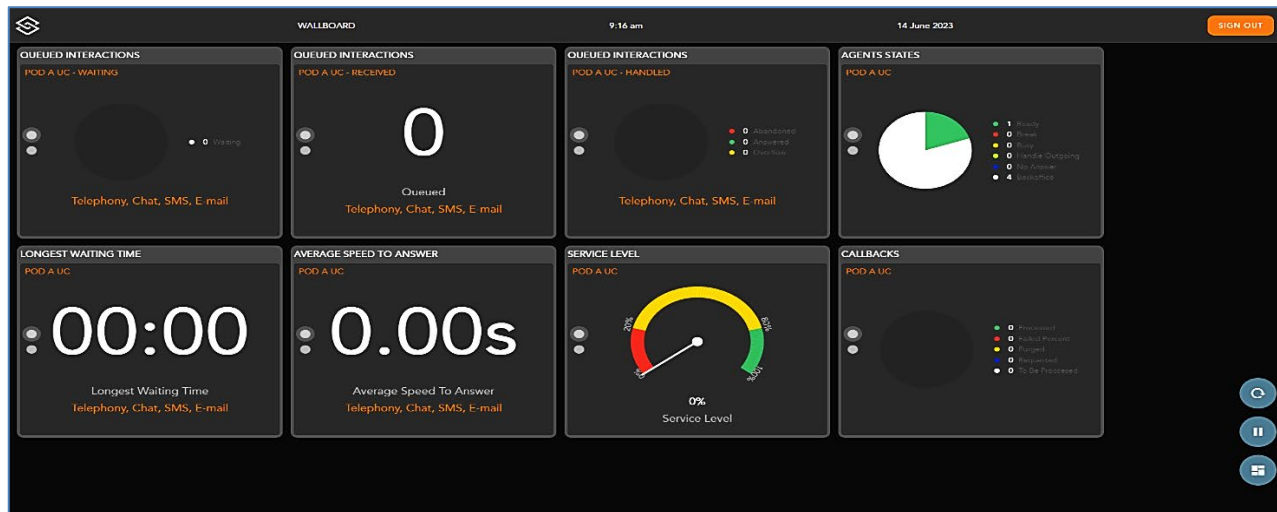
Ex. 2 – POD B
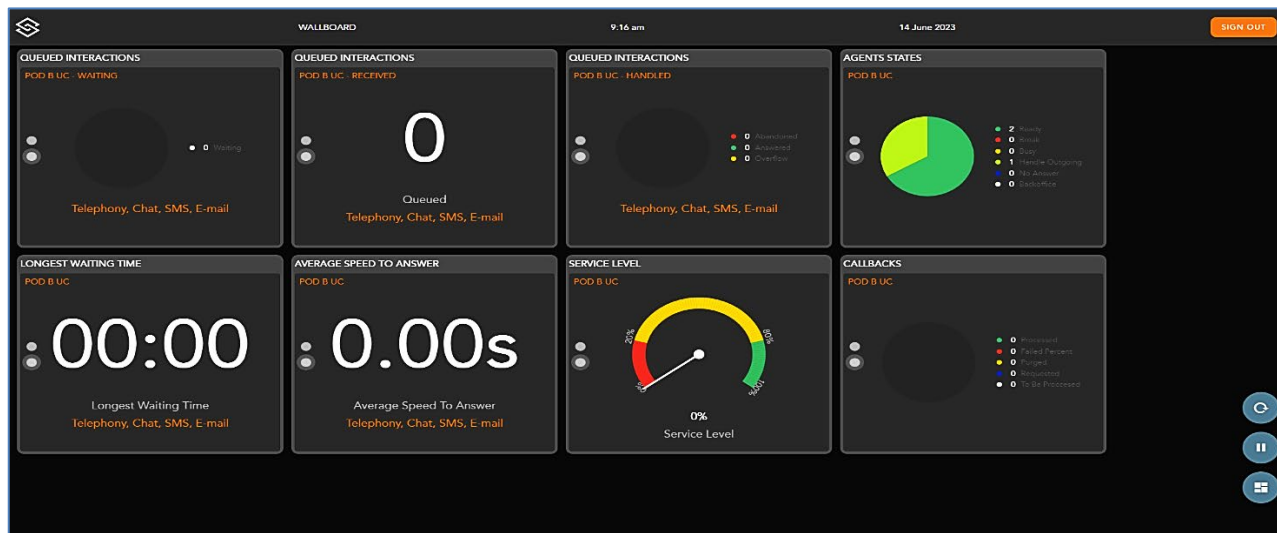
Queued Interactions

Queued Interactions are the contact's state indicators:

- Waiting – indicates the calls waiting in queue.
- Received – indicates the calls received.
- Handled – a chart showing the stats of the agent's handled call queue.
- Abandoned
- Answered
- Overflow

Agent States

This indicator shows the current state of the agent.

- Ready
- Break
- Busy
- Handle Outgoing
- No Answer
- Backoffice

Longest Wait Time

Indicates the longest wait time of a support request.

Average Speed To Answer

Indicates the speed that the agent responds to a support request.

Service Level

The overall weighted % of inbound interactions that entered this BP, queued (across any channel), and achieved the intended service goal (** excludes any calls or chats that meet the Short Abandon threshold **)

Callbacks

Indicates in a chart the statistics of the agent's callback queue.

- Processed – number of support requests processed.
- Failed Percent – the percentage of callback attempts that did not connect.
- Purged – number of purged support requests.
- Requested – number of support requests.
- To Be Processed – number of support requests waiting to be processed.

KPI Warnings & Alerts

When a KPI has a warning or alert activated on the Setup App, the color of the value will change to orange or red respectively.

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